



**ACT**  
Government

**TRANSPORT CANBERRA  
AND CITY SERVICES**

# Volunteer HANDBOOK

A RESOURCE FOR COMMUNITY  
VOLUNTEERING WITH TCCS



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# Acknowledgement

## OF NGUNNAWAL COUNTRY

We wish to acknowledge the Traditional Owners of these lands and waters that we live and thrive on today. We pay our respect to the Ngunnawal and surrounding nations, and extend that respect to all Elders past, present and emerging for they hold the memories, the traditions, the cultures and the hopes of all Aboriginal and Torres Strait Islander peoples across the nation.

Through contributions of Aboriginal and Torres Strait Islander peoples, we have gained a better understanding and respect for their cultures which enrich our appreciation of Australia's cultural heritage that leads to reconciliation. This is essential to Australia's maturity as a nation, and fundamental to the development of Australia's united identity.

We also wish to acknowledge that this nation is and will always be Aboriginal and Torres Strait Islander land, recognising their living cultures, their strength, their resilience and their continued nurturing of these lands and waters for many thousands of years.

For more information about reconciliation in the ACT, visit <https://www.cityservices.act.gov.au/about-us/reconciliation-action-plan>



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# Welcome

## AND THANK YOU

Thank you for your interest in volunteering with Transport Canberra and City Services (TCCS). We acknowledge the valuable contribution all volunteers make to improving our local places, as well as contributing to many community services.

At TCCS we deliver a wide range of services that Canberrans rely on every day. These include collecting recycling and rubbish removal, running public libraries, protecting the urban forest, mowing open space, managing our roads, footpaths and cycle paths, and making sure our public places are clean.

Our volunteers add value to and help with community activities at our libraries, do horticultural and conservation work in our urban parks and places, take an interest in our trees and urban forest, walk and socialise dogs, and help the team at the Yarralumla Nursery.

Once you decide where you would like to volunteer within TCCS, your Volunteer Coordinator will provide you with further information about each of the volunteer program's specific requirements.

Thanks again and we hope your time volunteering with us is enjoyable and rewarding.



**Chris Steel**  
**Minister for Transport and City Services**



***Volunteering brings people together to build a more active, engaged and inclusive community. It enriches the lives of volunteers themselves, as well as those who benefit from their commitment to Canberra, its people and places.***

**ACT Volunteering Statement**





# Introduction

## PURPOSE OF THIS HANDBOOK

The purpose of this volunteer handbook is to provide you with information about your rights and responsibilities when volunteering for TCCS in the community.

We aim to provide an overview of what you need to know in your role as a volunteer that is relevant across all areas of volunteering with TCCS. The handbook brings together requirements for volunteering with us from ACT Government processes, legislation and Volunteering Australia's National Standards for Volunteer Involvement.

There are currently four volunteer programs across TCCS. Each volunteer program has a TCCS Volunteer Coordinator who manages the administration and day to day activities of volunteers participating with us.

Please read this handbook in conjunction with the TCCS volunteer program's specific information and requirements, and contact the relevant TCCS Volunteer Coordinators about any program-specific enquiries or concerns.

Contact details for the TCCS Volunteer Coordinators can be found on the back page of this handbook.

If you would like a printed copy of any document referred to in this handbook please contact your Volunteer Coordinator.

## SCOPE OF THIS VOLUNTEER HANDBOOK

This handbook applies to any person undertaking voluntary work for TCCS.

It does not cover non volunteers such as:

- those seeking formal work experience placements;
- those required to perform Community Service as a result of having committed an offence;
- co-programs with other government agencies; or
- participants in employment programs.

## PRINCIPLES OF VOLUNTEERING

Volunteering is time willingly given for the common good and without financial gain.

At TCCS we adopt Volunteering Australia's principles of volunteering:

- a. Volunteer involvement should be a considered and planned part of an organisation's strategic development, aligning with the organisation's strategic aims and incorporated into its evaluation framework.
- b. Effective volunteer involvement requires organisational leadership, and a culture and structure that supports and values the role of volunteers.
- c. Volunteers have rights, which include the right to work in a safe and supportive environment with appropriate infrastructure and effective management practices.
- d. Volunteers have responsibilities, which include acting responsibly, being accountable for their actions to the organisation, and respecting the organisation's values and practices.

## VOLUNTEER PROGRAMS WITH TCCS

### Libraries ACT

At Libraries ACT we engage volunteers in a variety of roles to enhance and extend our services. Our volunteer roles are usually people-focused and require specific skills. Our typical volunteer roles include: delivering items to customers of the Home Library Service; facilitating an English conversation class and project work with the ACT Heritage Library. Please note: we do not take on volunteers in roles performed by paid staff e.g. shelving, administration.

For more information about the Libraries ACT volunteer program, please contact the Libraries Volunteer Coordinator by email at [LibraryVolunteers@act.gov.au](mailto:LibraryVolunteers@act.gov.au).

### Urban Parks and Places (UPP)

Our volunteers, including 'Friends of' groups and Urban Landcare groups, have undertaken conservation and maintenance activities in urban parks and places formally since the 1990s. These groups care for and maintain an area of urban open space. Volunteers provide hands-on help to improve and maintain parks and places across Canberra. Volunteer activities include weeding, tree planting, garden bed maintenance, minor tree maintenance, conservation activities, and litter picking. Volunteers help to make these public places shine.

For more information about the Urban Parks and Places (UPP) volunteer program, please contact the UPP Volunteer Coordinator by email at [urbanprograms@act.gov.au](mailto:urbanprograms@act.gov.au).

### Domestic Animal Services (DAS)

Volunteer dog walkers are an essential part of Domestic Animal Services, because they provide much needed exercise, socialisation and training for the dogs at our shelter. Volunteering to walk dogs at the shelter both improves the quality of life for the dogs and improves their chances of finding a life-long home.

For more information about the DAS volunteer dog walker program, please contact the DAS Volunteer Coordinator by email at [DASVolunteers@act.gov.au](mailto:DASVolunteers@act.gov.au).

### Yarralumla Nursery

Volunteer activities at the nursery include weeding, plant maintenance and propagation, such as hand potting and seed sowing, depending on skills and interests.

Opportunities to expand the volunteer program to include visitor tours and working groups around the historical grounds are planned for the future.

For more information, please contact the Yarralumla Nursery by email at [yarr.nursery@act.gov.au](mailto:yarr.nursery@act.gov.au).



YOUR

# Rights & Responsibilities

AS A VOLUNTEER WITH TCCS

Please take some time to read and understand your rights and responsibilities when volunteering with TCCS. When you register and are accepted as a volunteer with us, you are agreeing to these rights and responsibilities and the content of this handbook.

Further detail about your rights and responsibilities are explained in the next section of the handbook, ***Your Volunteering with TCCS.***

If you are unsure about any of your rights and responsibilities, please speak with your TCCS Volunteer Coordinator.

## VOLUNTEER RIGHTS

When volunteering with TCCS you have a right to be:

- recognised as a team member and appreciated for the contributions you make;
- informed and advised about policies, and procedures of TCCS and the ACT Government;
- advised about communication lines with staff;
- rewarded with enjoyable volunteer opportunities;
- provided with a volunteer role description for the activities you do;
- supported with and role-specific training;
- provided with an induction and orientation to your role and the volunteer program;
- provided with a safe place to volunteer;
- provided with equipment and tools needed to do your role safely;
- insured and covered for the activities you participate in;
- informed about resolving differences and the support to do this;
- consulted with about our volunteer programs and TCCS operations; and
- provided with a copy and advice about our Values.

## VOLUNTEER RESPONSIBILITIES

When volunteering with TCCS you have a responsibility to:

- agree to the behaviour standards outlined in the TCCS Values and Code of Conduct document;
- understand and adhere to policies and procedures of TCCS and the ACT Government;
- register with TCCS as a volunteer for safety and insurance purposes;
- participate in volunteer role-specific training, induction and orientation;
- understand the requirements of your volunteer role description and only undertake tasks that you have the experience, skill and capacity to undertake;
- follow instructions from TCCS staff and other appointed volunteer supervisors;
- record your hours of participation on an attendance record;
- let TCCS know when you are unable to undertake or complete a volunteer task, or if your circumstances change that may affect your volunteer duties;
- use correct communication channels within TCCS when needing information, support, supervision or to lodge a complaint;
- follow work health and safety policies and practices; and
- understand media protocols when representing TCCS as a volunteer.





**VOLUNTEER**



# YOUR **Volunteering** WITH TCCS

## **APPRECIATION AND RECOGNITION OF OUR VOLUNTEERS**

Volunteers are important to our organisation. The dedication of your time has an enormous impact in making a difference to our local community. We hope your volunteering experience is as rewarding to you as it is valuable to us.

We welcome you to share your ideas for different ways to celebrate and recognise the work you all do. Please contact the relevant TCCS Volunteer Coordinator.

## **ATTENDANCE RECORDS AND REPORTING**

Attendance records: Please use the attendance record to sign on when you arrive to undertake your volunteer duties, and sign off at the end of your activity. This is a mandatory work health and safety requirement. Using the attendance records helps us to know who is on site and to make sure we record your attendance for insurance purposes.

The number of volunteer hours and activities undertaken from attendance records are collated to recognise your contributions, and for reporting.

Reporting: We produce a report on volunteer involvement each year. These reports focus on the number of volunteers taking part in our programs, total volunteer hours recorded, volunteer activities undertaken, training courses attended by volunteers and any reported incidents. These reports may help with future volunteer program planning, staff resources and funding for volunteer activities with TCCS.

## **CHILDREN AND YOUNG PEOPLE**

If you are under the age of 18 and want to participate in a TCCS volunteer program, you will need to provide written parental or guardian consent to register as a TCCS volunteer.

On-site, physical supervision by a parent or guardian is required for all volunteers under the age of 15 years. Children must be supervised at all times whilst undertaking volunteer activities.

Children under the age of 8 are not considered volunteers for insurance purposes, but are welcome to participate in certain volunteer programs as long as they are under constant adult supervision.

Please note that not all TCCS volunteer roles are suitable for participation by children. For more information about this please speak to your Volunteer Coordinator.

## **CODE OF CONDUCT AND TCCS VALUES**

At TCCS our values of excellence, safety, collaboration, respect, innovation and integrity guide the way we interact with each other and the community.

The TCCS Values and Code of Conduct sets the tone and describes the general behaviour of TCCS staff, contractors and volunteers which is to:

- act honestly and with reasonable care and diligence; and
- behave in a way that upholds the values, integrity and reputation of TCCS and the ACT Government.

It also provides details about smoking, drug and alcohol use, receiving gifts and confidentiality while participating in volunteer activities with TCCS.

When you register and are accepted as a TCCS Volunteer you are agreeing to the TCCS Values and Code of Conduct. A copy of the TCCS Values and Code of Conduct can be found here on the TCCS Volunteer Gateway, via the TCCS website at [www.cityservices.act.gov.au](http://www.cityservices.act.gov.au). You can also obtain a paper copy from your Volunteer Coordinator.

Please make sure you familiarise yourself with the TCCS Values and Code of Conduct.

## COMMUNICATION WITH TCCS

Each of our volunteer programs has a TCCS staff member (Volunteer Coordinator) who is responsible for guiding and overseeing you in your role. The Volunteer Coordinator for your volunteer program will liaise with you to make sure your activities are consistent with this Volunteer Handbook, Work Health and Safety requirements, the TCCS Values and Code of Conduct, and relevant volunteer role descriptions.

Please use your Volunteer Coordinator as a first point of contact for volunteering issues. If they cannot help you with your enquiry, they will be able to find a staff member who can.

## COMMUNICATION WITH THE MEDIA

Please do not comment on behalf of TCCS to the media unless your Volunteer Coordinator invites you to do so.

For clarity, this does not exclude you from making public comments in a private capacity, or while representing another organisation where you are not seen to be speaking on behalf of TCCS.

If you are contacted to make comments on behalf of your volunteer program, please let your Volunteer Coordinator know before doing so. You should also refer the journalist or person making the query to the TCCS Communications Team on 0428 970 699 or [tccs.communication@act.gov.au](mailto:tccs.communication@act.gov.au) so they can coordinate the enquiry and seek the necessary approvals for you to do an interview.

It is important you maintain the confidentiality of any information you access while volunteering for TCCS when dealing with the media

## COMPLAINTS AND RESOLVING DIFFERENCES

If anything about volunteering with us is troubling you, please contact your Volunteer Coordinator in the first instance. If you are not satisfied with the result of any informal discussions, you are encouraged to raise a formal complaint.

You can do this in writing by post or email, addressing the complaint to the relevant TCCS Executive Branch Manager for your area of volunteering. Please ask your Volunteer Coordinator for the Executive Branch Manager's contact details, or you can contact Access Canberra 13 22 81 for this information. You are also welcome to make an anonymous complaint or provide feedback by contacting Access Canberra.

We make every effort to maintain open communication and to resolve concerns promptly and in a constructive, informal and respectful manner. At TCCS we are guided by the ACT Government's Respect, Equity and Diversity (RED) Framework. A copy of the RED Framework can be found here online at [www.cmtedd.act.gov.au/employment-framework/workplace-behaviours/the-respect-equity-and-diversity-red-framework](http://www.cmtedd.act.gov.au/employment-framework/workplace-behaviours/the-respect-equity-and-diversity-red-framework). You can also obtain a paper copy from your Volunteer Coordinator.

## CONFLICT OF INTEREST

It is important for you to let your Volunteer Coordinator know if a conflict of interest arises during your time volunteering with us. Please let us know if you are likely to have personal gain in conjunction with your volunteer role.





## CONFIDENTIALITY

Please keep confidential the dealings you have with TCCS, and the people you come across while volunteering. If you have any doubts about whether information may be classified as confidential, please talk with your Volunteer Coordinator. Examples of confidential information include, but are not limited to names, addresses, contact details of people and financial information.

All personal information we collect from volunteer registrations and volunteer applications are subject to the *Information Privacy Act 2014*, and the TCCS Privacy Policy, and will be treated confidentially.

## CONSULTATION, FEEDBACK AND IMPROVEMENT

We appreciate any feedback you have on how we are doing with our volunteer programs and management practices.

We aim to actively and regularly seek feedback, and welcome discussion about your volunteer role and experiences.

We will consider and respond to questions you have about your role and will be in touch with you if there are any changes to your volunteer role or program.

If you have any ideas on how we can improve our volunteer programs and practices, please contact your Volunteer Coordinator. You can also provide feedback anonymously through Access Canberra 13 22 81.



## INDUCTION, SUPPORT AND TRAINING

Induction is provided to welcome and prepare you for your role as a volunteer. It will be conducted by a TCCS staff member or other appointed person, once you have registered and are accepted as a TCCS volunteer.

Inductions will include both general TCCS volunteer information that is the same for all areas of volunteering with us, and specific volunteer role and site-specific orientation for your program. Please ask questions and seek support from staff and other volunteers if you have further queries.

TCCS Volunteer Coordinators provide support to our volunteers by:

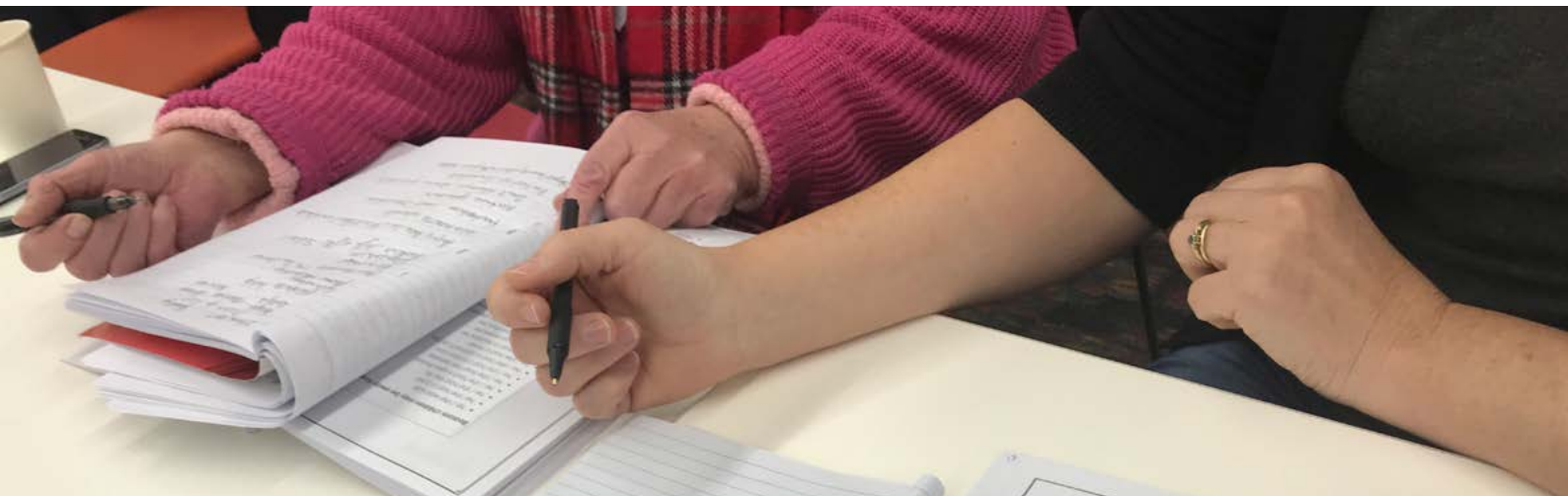
- being a consistent point of contact within TCCS for volunteers and community;
- advocating for TCCS volunteers and promoting the activities you do within Government and the community;
- helping you to register with TCCS as a volunteer;
- giving encouragement and feedback;
- providing equipment, advice and training relevant to approved volunteer roles and projects;
- providing supervision when necessary;
- offering networking and training opportunities with other volunteers who may be working in a similar role;
- inviting you to special events and social functions; and
- providing a written reference and statement of service where appropriate to volunteers upon request.

Our volunteers will receive training to make sure that:

- your volunteer activities are undertaken in a safe and legal manner, and that legislative requirements are met; and
- you have the knowledge and skills needed for taking on your volunteer role.

Training is largely in the format of on-the-job learning, and is provided by the Volunteer Coordinators or other authorised people.

If there are skills or other training opportunities not offered in your volunteering program that you think would be helpful, please contact your Volunteer Coordinator.



## INSURANCE

The risks associated with volunteering with us are low, however, we do have insurance cover to protect you and TCCS against damage, loss and injury provided you are working in an approved TCCS volunteering program.

You must work within the confines of your volunteer role description to be covered by volunteer insurance with TCCS.

### Types of insurance

We have the following insurances with the ACT Insurance Authority (ACTIA) to cover you whilst working as a volunteer with TCCS undertaking approved activities:

- Personal accident insurance provides specified benefits for registered volunteers following accidental injury, disability or death while carrying out their duties on behalf of TCCS. ACTIA holds personal Accident Insurance for volunteers between the age of 8 and 90.
- Public liability insurance to the value of \$20 million to cover TCCS for its legal liability to third parties for personal injury or property damage caused by TCCS volunteer activities.

**Note about insurance: \*\* You are covered for the period of engagement in volunteer duties as recorded on the Attendance Record for the volunteer activity. It is required that you sign on and sign off for each approved volunteer activity you are involved in. It is essential to know who has attended each volunteer activity in case there is an incident or accident that could lead to an insurance claim or dispute.**

### Reporting incidents, accidents and near misses

You must report all incidents and accidents while volunteering. Please refer to page 16 of this handbook which outlines how to do this.

### Insurance for your personal property

Personal items are not covered by ACTIA insurance while you are doing volunteer activities, so please don't bring items of value with you and make sure you take care of personal belongings while volunteering.

### Insurance for children and young people

Children under the age of 8 are not considered volunteers for insurance purposes, but are welcome to participate in some volunteer activities as long as they are under constant adult supervision.

Please note that not all TCCS volunteer roles are suitable for participation by children.

If you are under the age of 18 and want to participate in a TCCS volunteer program, you will need to provide written parental or guardian consent to register as a TCCS volunteer.

On-site, physical supervision by a parent or guardian is required for all volunteers under the age of 15 years. Children must be supervised at all times whilst undertaking volunteer activities.

Note: The information provided does not replace, override or extend the insurance policy conditions. The above summary is indicative only, and the conditions in place will be advised at the time a claim is lodged. TCCS has obtained the insurance cover in good faith, and cannot be held responsible for any restrictions imposed or determinations of ACTIA, the insurer.

## RECRUITMENT – VOLUNTEER SELECTION AND AGREEMENTS

Some of our volunteer programs require that you attend an interview to make sure you are suitable and have the skills and abilities for the volunteer role. Other TCCS volunteer programs do not require this level of selection process, and require you only to register as a TCCS volunteer. You may be asked to sign a Volunteer Agreement, or simply to agree to the information contained in this volunteer handbook. You also need to undertake your volunteer activities as outlined in your volunteer role description.

Speak with your Volunteer Coordinator for more information.

## REGISTRATION AND PERSONAL INFORMATION

You will need to register with TCCS to participate in a volunteering program. This is so we can provide the safest possible working environment and can contact an emergency person if something goes wrong. We also gather this information to help us to keep in touch with you and let you know about volunteering opportunities and important updates. Volunteer registration lets us know how many people in the community are involved in our volunteering programs, and helps if there is an accident or injury that could lead to an insurance claim or dispute.

All personal information collected by TCCS from volunteer registrations and volunteer agreements are subject to the *Information Privacy Act 2014* and the TCCS Privacy Policy and will be treated confidentially. Your personal information such as name, address, contact details, emergency contact and any relevant **health information\***, qualifications, date of service, demography, and your affiliation with other community organisations will be stored in the online TCCS Volunteer Gateway, which has restricted access to authorised staff only.

You can keep your registration details up-to-date by contacting your TCCS Volunteer Coordinator or

by logging onto the TCCS Volunteer Gateway and entering the details yourself.

All hardcopy paper forms that are completed and submitted by you for volunteering with TCCS will be entered into the online TCCS Volunteer Gateway by the TCCS Volunteer Coordinator.

For more information refer to the section - TCCS Volunteer Gateway on page 17 of this handbook.

## REIMBURSEMENT FOR OUT OF POCKET EXPENSES

As a volunteer you have agreed to participate in approved volunteer activities and roles without payment and for the common good.

You may seek reimbursement for out-of-pocket expenses associated with your volunteering tasks. Reimbursement is only possible with prior approval, and on providing official receipts of expenditure.

If you would like to seek reimbursement for out-of-pocket expenses, please contact your Volunteer Coordinator to seek agreement before making the purchase.

## ROLE DESCRIPTIONS

Your volunteer activities will not be used to replace the work of paid TCCS employees. Volunteer activities will support and complement the roles of TCCS staff.

Each volunteering program has clearly defined role descriptions. This way we make sure you are carrying out volunteer roles appropriate to your skills, abilities and experience and that duties, responsibilities and accountabilities are defined. You can get a description of the volunteer role you are interested in from your Volunteer Coordinator.

Available volunteer roles vary from time to time. Check with your Volunteer Coordinator for current volunteering opportunities.

We will provide new opportunities for volunteers where there are staff and budget resources to support the new volunteer roles.

**\*Note on health information: When you register as a TCCS volunteer you will be asked to advise TCCS if you have any relevant medical or health issues which may impact on your ability to undertake your volunteer role. Specific medical details will not be captured by TCCS. If you answer yes please talk with your Volunteer Coordinator so the tasks you do can be modified to suit your requirements. Please also advise your Volunteer Coordinator as soon as practicable after any change to health or injury occurs during your time volunteering with us.**



## SAFETY AND RISK MANAGEMENT

### What are our responsibilities?

The ACT Government has a responsibility to make sure its workers and volunteers are not exposed to any risk to their health and safety. Under the *Work Health and Safety Act 2011* (WHS Act), TCCS has an obligation to:

- provide all volunteers with knowledge of the health and safety issues that may arise whilst conducting volunteer activities, during a WHS induction and any relevant training;
- risk assess all volunteer activities; and
- provide suitable safety equipment where appropriate.

### What are your responsibilities?

All volunteers must comply with the WHS Act. As a volunteer for TCCS, you have an obligation to:

- take all reasonable precautions to prevent personal injury, injury to others and damage to tools and equipment provided by TCCS;
- follow safe working practices at all times (including using safety equipment and materials provided by TCCS) and follow reasonable instruction from your coordinator;
- participate in a WHS induction and other training as required;
- report any incidents – including notifiable incidents, hazards, unsafe work practices, work-related accidents, incidents, illnesses and injuries – immediately to the Volunteer Coordinator; and
- adhere to your specific volunteer role description.

Please speak with your Volunteer Coordinator if you identify any health and safety issues.

### Risk assessments

Each TCCS volunteering program has a risk assessment in place that outlines the risks and hazards that may be encountered by the specific volunteer roles and volunteering activities. The assessment will identify ways to control risks of injury and harm while volunteering. Please talk with your TCCS Volunteer Coordinator for more information about these.

### Common hazards

Some of the hazards that may be common to all areas of volunteering with TCCS and how to avoid them are listed below. Your Volunteer Coordinator will discuss these and other possible volunteer program-specific hazards with you during your induction.

#### **Common hazards and how to avoid them**

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##### **Manual tasks**

Rotate repetitive tasks, don't lift anything too heavy, ask for assistance and work within your ability.

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##### **Extreme temperatures**

Make sure you wear appropriate clothing and avoid working in extreme hot and cold conditions.

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##### **Working alone**

Notify somebody of your contact details and the time and location of your proposed activity.

Make sure you have a working mobile phone on you, and notify somebody when you have finished your activity.

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##### **Slips trips and falls**

Be aware of your surroundings, wear appropriate shoes and don't rush.

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##### **Housekeeping**

Keep your volunteer activity sites in an orderly state. This is essential for accident prevention.

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### High-risk activities

Volunteers are not permitted to undertake high-risk activities. Examples of these include:

Working on roads, working at heights, using power tools unless approved to do so, and undertaking law enforcement and compliance activities.



### Hazard identification at Volunteer Activity Sites

Before commencing any volunteer activity on site you should make sure you have been inducted to the area and the activities you will do, and that you understand the risks associated.

Your Volunteer Coordinator will show you how to identify hazards at your volunteer activity sites. A volunteer activity site may be a library, in an urban park, or at the Yarralumla Nursery. Each time you start work at a volunteer site you or a supervisor or a TCCS staff member will undertake a site hazard identification check.

It's important that this check happens each time you volunteer, as changes to your worksite—including weather conditions or the addition of new activities—can bring additional risks to your health and safety. Talk with your Volunteer Coordinator for further details about your specific volunteer work sites and the hazard identification forms to be used to record your findings.

### Reporting hazards

Hazard reporting is really important to make sure the places where you volunteer are safe. If you see a hazard while volunteering, please report it to your Volunteer Coordinator immediately.

### Reporting accidents, near misses and notifiable incidents

If there is an accident, illness, injury or even a near miss at your volunteer activity for TCCS, it must be reported to your Volunteer Coordinator within **24 hours**. If you cannot contact your Volunteer Coordinator, please notify Access Canberra on 13 22 81.

A **notifiable** incident includes the following:

- death of a person;
- serious injury or illness; or
- a dangerous incident.

If the incident is a **notifiable incident** you must report it to your Volunteer Coordinator.

Please note that if an incident is **notifiable**, the scene of the incident must be preserved and not disturbed until cleared by a WorkSafe inspector.

### First Aid

A First Aid kit will be located at every volunteer work site.

Please make sure that you know where the First Aid kit is and who your trained first aid officer is.

Please let your Volunteer Coordinator know if your first aid kit needs replenishing with supplies.

### Personal Protective Equipment (PPE)

Please use the PPE required for your volunteer role. This will be outlined in your specific Volunteer Role Description, and will be different for the various TCCS volunteer roles. It is mandatory that you use the required PPE for your volunteer role.

Examples of PPE may include shirts with long sleeves, closed-in shoes, a hat, gloves and high visibility safety vests.

## TCCS VOLUNTEER GATEWAY

The TCCS volunteer gateway is an online portal where TCCS volunteers and the public can register to volunteer with TCCS, learn about upcoming volunteering opportunities, log hours and sign up to activities and training courses, provide feedback and make contact with TCCS employees. A link to the TCCS Volunteer Gateway is available on the TCCS website at [www.cityservices.act.gov.au](http://www.cityservices.act.gov.au).

You can also keep track of your own personal details, years of service and qualifications such as First Aid or Working with Vulnerable People requirements through your personal profile page on the TCCS Volunteer Gateway.

We will provide informal training and support to help you use the TCCS Volunteer Gateway if needed. Please talk to your Volunteer Coordinator about the TCCS Volunteer Gateway.

## TOOLS AND EQUIPMENT

We may provide the tools and equipment you will need to do your volunteer role safely.

Tools and equipment provided by TCCS to volunteers or volunteer groups for approved projects remain the property of TCCS, and will need to be returned at the conclusion of the project, upon leaving the volunteer program, or on request.

For more information about tools and equipment for your role, please speak with your Volunteer Coordinator.

## VOLUNTEERS LEAVING OUR PROGRAMS

A volunteer relationship may come to an end if:

- your project or program is completed;
- you no longer wish to be involved;
- the project or volunteer role is discontinued by TCCS; or
- you or your group do not comply with TCCS policies or procedures, engage in unsafe or risky behavior, or do not work within the volunteer role description.

If you intend to stop volunteering, please tell your TCCS Volunteer Coordinator. You can stop at any time, but if possible please provide notice to enable us to fill the role. If you are leaving the volunteer program, please return any tools or equipment provided by us.

We will provide you with as much notice as possible before cancelling a program you are volunteering with.

If you would like further information or review of any decisions made by TCCS, please speak with your Volunteer Coordinator. If you are not satisfied with the outcome, please email or write to the Executive Branch Manager of the area you volunteer with. Please ask your TCCS Volunteer Coordinator for the Executive Branch Manager's contact details or you can contact Access Canberra on 13 22 81 for this information.

## WORKING WITH VULNERABLE PEOPLE

For some volunteer roles you may be working with vulnerable people such as children, the elderly or people with a disability.

You can apply for a *Working With Vulnerable People* card at the ACT Office of Regulatory Services, online at [www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au) or in any of the Access Canberra shopfronts. The application is free for volunteers, unless you also do paid work that relates to working with children.

If an incorporated group has programs that target vulnerable people and has volunteers involved in managing these programs, it is the responsibility of the incorporated group to ensure their volunteers and programs meet the requirements of the *Working with Vulnerable People Act 2012*.





# Frequently ASKED QUESTIONS



## **How do I join a TCCS volunteer program?**

To join one of our volunteer programs, please contact the TCCS Volunteer Coordinator for the area you are interested in. You can also sign up and register via the online TCCS Volunteer Gateway on the TCCS website at [www.cityservices.act.gov.au](http://www.cityservices.act.gov.au). Contact details for all TCCS Volunteer Coordinators can be found on the back cover of this document.

To join a TCCS volunteer program, you will need to review and agree to the TCCS Volunteer Handbook and the volunteer role description you are interested in. You will need to register and provide your details to TCCS. Individuals under the age of 18 will need parent or guardian consent to register as a TCCS volunteer.

Some of our volunteer programs such as Libraries ACT also require you to attend an interview and sign a Volunteer Agreement to make sure you are suitable and have the skills and abilities for the volunteer role. Other TCCS volunteer roles such as Urban Parks and Places Volunteers do not require this level of selection process. Please speak to your Volunteer Coordinator about this.

## **Why do I need to register with TCCS as a volunteer? Can I still participate if I don't register?**

If you do not register with TCCS as a volunteer—which includes agreeing to TCCS requirements and your specific volunteer role description—unfortunately, you will not be able to participate.

Some of our volunteering programs allow a one-off casual volunteering opportunity before you register.

As a casual volunteer you will still be required to sign an attendance record for the activity and to

abide by TCCS requirements and direction given on the day. Please speak to the relevant TCCS Volunteer Coordinator about this.

## **Why do I need to sign an attendance record for a volunteer activity?**

You are required to sign the attendance record every time you volunteer. If you don't do this you will not be covered for insurance purposes. It also means we can't log the hours of all the great things you are doing. Keeping track of these hours may affect future grant applications or budget bids for more staff or equipment to support you in your activities.

## **Can children and young people volunteer with TCCS volunteer programs?**

Yes, families are encouraged to volunteer together on some of our volunteer programs. Not all of the TCCS volunteer roles are suitable for children. Children under the age of 15 must be accompanied by a parent or guardian and must be supervised. Children under the age of 18 working with TCCS on volunteer projects require written approval from a parent or guardian. Children under the age of 8 are not considered volunteers for insurance purposes but can still participate under supervision.

## **What is the purpose of the TCCS volunteer handbook?**

TCCS currently has several areas of volunteering. The issues raised in this handbook are consistent across all TCCS volunteer programs, and clearly define the rights and responsibilities of volunteers. Each area of volunteering with TCCS has its own set of specific requirements. Please speak with your Volunteer Coordinator about these.

## What experience is required to join a TCCS volunteer program?

Most volunteer roles require no experience, and all necessary inductions and training will be provided. However, some of the roles may require some specific skills. Please talk to a Volunteer Coordinator about this.

## Will training be provided to volunteers?

Yes. We will provide both formal and informal training opportunities that are relevant to your volunteer role. Have a chat with your Volunteer Coordinator for more information about specific training required for your role.

## Can volunteers seek funding for a volunteer project?

Yes, you can apply for grants and do fundraising where applicable to your volunteer program. Please contact your Volunteer Coordinator before you apply for a grant or do fundraising to make sure the proposal is consistent with TCCS requirements.

## What happens if I injure myself whilst working as a volunteer?

If you injure yourself while working as a volunteer, please look after yourself, seek medical attention if needed and tell your immediate supervisor. Make sure you also report the incident to your Volunteer Coordinator within 24 hours. If you can't get hold of the Volunteer Coordinator, please report the incident to Access Canberra 13 22 81. This is really important

should you wish to lodge an insurance claim for the incident at a later date.

## Do I need to complete any paperwork to volunteer?

Yes, you will need to register with TCCS and provide your contact details (we encourage you to do this on the online TCCS Volunteer Gateway, available via the TCCS website at [www.cityservices.act.gov.au](http://www.cityservices.act.gov.au)). You will also need to fill out an attendance record each time you volunteer. Some of our programs also require you to sign a volunteer agreement.

## What level of commitment is required to be a volunteer?

This varies. Some programs have rosters with scheduled commitments, while others are very flexible and volunteers are able to participate when they choose to. Please discuss this with your Volunteer Coordinator.

## Where can I find out about other volunteer programs in Canberra?

There are lots of opportunities to get involved and volunteer in the broader Canberra community. This handbook focuses on the volunteer programs that TCCS coordinates. Please contact Volunteering and Contact ACT [www.volunteeringact.org.au](http://www.volunteeringact.org.au), who will connect you with other volunteer opportunities in Canberra.



# Definitions

Below are some terms you may see used in the handbook.

<b>ACTIA</b>	ACT Insurance agency – All TCCS volunteer programs have insurance through ACTIA.
<b>Attendance record</b>	Sign on/Sign off sheets log the number of hours and tasks a volunteer undertakes at an approved activity.
<b>Non - volunteer</b>	A person who is on work placement, work experience, students undertaking volunteering as part of the educational curriculum, co-programs with other government agencies, participants in employment programs.
<b>Risk assessment</b>	The process of identifying potential hazards associated with particular volunteer activities, assessing their risk and providing clear documentation how to eliminate, or minimise, the risk.
<b>TCCS</b>	Transport Canberra and City Services Directorate.
<b>TCCS Volunteer Coordinator</b>	A paid member of TCCS staff who facilitates and manages the administration and day to day activities of TCCS volunteers. Each volunteer program at TCCS has their own Volunteer Coordinator.
<b>TCCS Volunteer Gateway</b>	An online portal where TCCS volunteers can register, update personal information, log hours, learn about current volunteering opportunities with TCCS and contact TCCS staff.
<b>TCCS Volunteer programs</b>	There are currently four volunteer programs with TCCS. These are: <ul style="list-style-type: none"><li>• Libraries ACT Volunteer Program</li><li>• Urban Parks and Places Volunteer Program</li><li>• Domestic Animal Services Dog Walking Volunteer Program</li><li>• Yarralumla Nursery Volunteer Program.</li></ul>
<b>Volunteering</b>	Volunteering is time willingly given for the common good and without financial gain.
<b>Volunteer role description</b>	A document that sets out the duties, responsibilities and accountabilities of volunteers.
<b>Work Health and Safety (WHS)</b>	WHS is about protecting the health and safety of people at work. This includes volunteers and the people you come across while volunteering. WHS laws mean that TCCS must make sure, as reasonably practicable, that the health and safety of our volunteers are met. All volunteers need to take care and follow TCCS work health and safety rules.



# Relevant RESOURCES

The following resources guide TCCS in volunteer management best practice.

## Legislation

The following Australian Capital Territory legislative Acts are relevant to this Volunteer Guide:

- *Information Privacy Act 2014*
- *Financial Management Act 1996*
- *Public Sector Management Act 1994*
- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulations 2011*
- *Working with Vulnerable People (Background Checking) Act 2011 and Working with Vulnerable People Act 2012*

These Acts can be accessed online at

<http://www.legislation.act.gov.au>.

## Related policies and other documents

ACT Government policies and documents relevant to this Volunteer Guide:

- ACT Public Sector Work Health Safety and Wellbeing Policy (2019)
- ACT Volunteering Statement Action Plan 2018-2020
- Respect, Equity and Diversity Framework, ACT Public Service (2010)
- TCCS Privacy Policy
- TCCS Reconciliation Action Plan 2016-2018 and Stretch Reconciliation Action Plan 2019-2022
- TCCS Values and Code of Conduct 2019
- TCCS Work Health and Safety Management System Framework 2018

National and other jurisdictions:

- *The National Standards for Volunteer Involvement*, Volunteering Australia 2015
- *The Essential Guide to Work Health and Safety for Volunteers*, Safe Work Australia (n.d.)





# Get in Touch

## WITH THE TCCS VOLUNTEER COORDINATORS

If you have questions about anything raised in the TCCS Volunteer Handbook please contact the Volunteer Coordinators for the volunteer program you are interested in.

### **Libraries ACT**

email: [LibraryVolunteers@act.gov.au](mailto:LibraryVolunteers@act.gov.au)

Ph: 13 22 81 or 6205 9000

### **Urban Parks and Places (UPP)**

email: [urbanprograms@act.gov.au](mailto:urbanprograms@act.gov.au)

Ph: 13 22 81

### **Domestic Animal Services (DAS)**

email: [DASVolunteers@act.gov.au](mailto:DASVolunteers@act.gov.au)

Ph: 13 22 81

### **Yarralumla Nursery**

email: [yarr.nursery@act.gov.au](mailto:yarr.nursery@act.gov.au)

Ph: 13 22 81

### **Access Canberra**

Alternatively, please contact Access Canberra who will be able to put you through to the relevant Volunteer Coordinator for your program.

Website: [www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au)

Ph: 13 22 81





Thank you

FOR VOLUNTEERING WITH US